

ISIS Help Line (225) 342-2677

HR Menu Options Available	Press Numbers to Select	Problems or Questions
HR – Security – Unlock ID (HR & Timekeepers)	1, 1, 1	<ul style="list-style-type: none"> • Locked SAP user ID • Forgot password • Tried to log on more than 3 times
HR – Security – Other (HR & Timekeepers)	1, 1, 2	<ul style="list-style-type: none"> • New SAP logon ID • Incorrect permissions • Locked SAP User ID by Administrator
HR – All Functional (HR & Timekeepers)	1, 2	<ul style="list-style-type: none"> • Error messages from ISIS HR • Procedural questions; i.e. how to perform a function or how to correct an error • Installation or SAP system run problems
HR – Other (HR & Timekeepers)	1, 3	<ul style="list-style-type: none"> • ISIS HR questions that do not fit in categories above • SAP system availability
ESS	3, 1	<ul style="list-style-type: none"> • ESS procedural questions • Error messages that EA or TA are unable to answer • Reset personal questions due to errors

HR = Human Resources/Payroll
EA = Employee Administrator
TA = Time Administrator/Time Keeper
ESS = Employee Self Service

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Revoked Z-IDs – Data Center	2, 1	<ul style="list-style-type: none"> • Locked ISIS User ID • Forgot password • Tried to log on more than 3 times • BUNDL printing problems
AGPS	2, 2	<ul style="list-style-type: none"> • Purchasing procedural questions • Error messages from ISIS • Reports
CFMS	2, 3	<ul style="list-style-type: none"> • Professional contract procedural questions • Error messages from ISIS • Reports
AFS	2, 4	<ul style="list-style-type: none"> • Financial procedural questions • Error messages from ISIS • Reports
TMS	2, 5, 1	<ul style="list-style-type: none"> • Travel management procedural questions; i.e. voiding checks, printing checks, database saves, interfaces • Error messages from TMS; i.e. corrupted index file
Z-ID Security	2, 5, 2	<ul style="list-style-type: none"> • ISIS user ID questions • New ISIS logon ID • Incorrect permissions
InfoMaker/EDA, Business Objects	2, 5, 3	<ul style="list-style-type: none"> • Reporting procedural questions • Error messages
ISIS Other	2, 5, 4	<ul style="list-style-type: none"> • Questions that do not fit above; i.e. training requests • System availability

Z-ID = Logon ID to non HR ISIS systems

AGPS = Advanced Governmental Purchasing System

CFMS = Contract Financial Management System

AFS = Advantage Financial System

TMS = Travel Management System

InfoMaker/EDA, Business Objects = tools for running reports in ISIS